MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2018 / 2019 SESSION

DCS5148 – INTRODUCTION TO INFORMATION SYSTEMS

(Diploma Students Only)

22 OCTOBER 2018
9.00 a.m. -11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 5 pages with 2 sections only.
2. For section A, shade your answers on the OMR form provided.
3. For section B, write your answers in the answer booklet provided.
4. Answer **ALL** questions.

SECTION A: Multiple Choice Questions [30 Marks]

1. S&S Sdn. Bhd. uses information systems to communicate with suppliers and workers more efficiently, increase productivity and reduce warehouse overhead costs. S&S intends to achieve which one of the following objectives?
   a. Reduced cost of supplies.
   b. Operational excellence.
   c. Improved supply chain management.
   d. New product development.

2. The huge volume of data generated by Internet activity, such as web traffic, email, and social media is referred to as _____.
   a. big data
   b. telepresence
   c. crowd sourcing
   d. telework

3. Which of the following best describes the implementation step of the problem-solving model?
   a. List down the possible solutions to the problem.
   b. Define the causes of problem.
   c. Determine the length of time required to carry out the solution.
   d. Change management.

4. _____ is an output that is returned to appropriate members of the organisation to help them evaluate and refine the input stage.
   a. Input
   b. Software
   c. Feedback
   d. Data

5. Which of the following is a global network that uses universal standards to connect millions of different networks around the world?
   a. The World Wide Web.
   b. The Internet.
   c. An intranet.
   d. An extranet.

6. Rohan is a researcher in an oil and gas company. He is an example of a _____.
   a. knowledge worker
   b. production worker
   c. operational worker
   d. senior worker

7. An important supplier was late in delivering goods to your organisation. Which type of system would you use to record the changes to the production schedule?
   a. KMS.
   b. CaMSys.
   c. DSS.
   d. SCM.

8. Management information systems provide reports on firm's performance to the _____.
   a. senior managers
   b. data workers
   c. middle managers
   d. first-line workers

Continued ...

9. Which of the following systems would you use to determine which trends in your supplier's industry will affect your firm the most during the next five years?
   a. ESS.
   b. LMS.
   c. DSS.
   d. ERP.

10. Which of the following can usually access a company's intranet?
   a. The company's competitor.
   b. The company's employees.
   c. The company's suppliers.
   d. The general public.

11. An analytical framework that can help to understand and evaluate the benefits and uses of collaboration tools is called _____.
   a. time/cost matrix
   b. task/space matrix
   c. time/space matrix
   d. use/benefit matrix

12. Which of the following Google tools allows people to engage in group video chat?
   a. Google Maps.
   b. Google Docs.
   c. Google Drive.
   d. Google Hangouts.

13. Instant messaging, videoconferencing, and shared screens are examples of _____ collaboration tools.
   a. synchronous
   b. asynchronous
   c. deviated
   d. collated

14. All of the following could be considered as substitute products and services for Marie France weight-loss programme **EXCEPT** _____.
   a. a treadmill
   b. registration for a baking class
   c. a fitness centre membership
   d. consultation from a dietitian

15. A firm can exercise greater control over its suppliers by having _____.
   a. fewer suppliers
   b. more suppliers
   c. international suppliers
   d. only one supplier

16. _____ refers to the reduction of errors to 3.4 defects per million opportunities.
   a. TQM
   b. CAD
   c. Six Sigma
   d. Value chain

17. Which of the following is an example of a high-velocity automated decision process?
   a. Making operational decisions.
   b. Employee recruitment decisions.
   c. Granting a car-purchase loan.
   d. Providing online search results.

Continued ...

18. What is the main reason for companies to create a mobile version of a business's website?
    a. Mobile devices provide access from anywhere.
    b. Mobile devices use different platforms.
    c. Mobile devices use touch-screen features.
    d. Development of mobile websites is cheaper than traditional websites.

19. _____ enables websites to change layouts automatically according to the visitor's screen resolution, whether on a desktop, laptop, tablet, or smartphone.
    a. Automated screen detection
    b. Responsive web design
    c. Flexible screen layout
    d. Live chat

20. The primary tool for representing a system's component processes and the flow of data between them is called the _____.
    a. data dictionary
    b. process flow chart
    c. information documentation
    d. data flow diagram

21. Nadia clicks on a link in an email from a bank which she deals with regularly. However, she was taken to a fake web site which asks for her confidential personal information. This is an example of _____.
    a. key loggers
    b. SQL injection
    c. phishing
    d. pharming

22. The intentional defacement or destruction of a website refers to _____.
    a. cybervandalism
    b. system damage
    c. DoS
    d. patches

23. Banks use an authentication system in which a user must provide two types of identification, such as a bank card and PIN. This is called as _____.
    a. biometric authentication
    b. two-factor authentication
    c. identity card authentication
    d. token authentication.

24. The _____ is placed between the organisation's private network and the public Internet to protect against unauthorised access to network.
    a. audit device
    b. DPI
    c. AUP
    d. firewall

25. In the _____ model of informed consent, personal information can be collected until the consumer specifically requests that his or her data not be collected.
    a. opt-in
    b. opt-out
    c. access portal
    d. safe hub

Continued ...

26. Which ethical rule states that *"If an action cannot be taken repeatedly, it is not right to take at all"*?
    a. Immanuel Kant's Imperative Rule.
    b. "No Free Lunch" Rule.
    c. Descartes' Rule of Change.
    d. Golden Rule.

27. Advertisers use _____ in order to display more relevant ads based on a user's search and browsing history.
    a. intelligent bugs
    b. behavioural targeting
    c. online detectors
    d. spamming

28. One main disadvantage of redesigning and automating business processes is _____.
    a. poor data quality
    b. increased unemployment rate
    c. increased power for managers
    d. inefficient decision making

29. Which of the following protects the authors of a book from having their work copied by others?
    a. Due process.
    b. Patent.
    c. Copyright.
    d. Trade secret.

30. Which of the following were involved in a seven-year long patent trial?
    a. Apple and Samsung.
    b. Dell and Microsoft.
    c. Microsoft and Symantec.
    d. Google and Facebook.

SECTION B: Structured Questions [70 Marks]

QUESTION 1

Every business, regardless of its size, must perform four functions to succeed.

(a) List down the **FOUR (4)** major functions of a business. (4 marks)

(b) Explain any **THREE (3)** business processes involved in each of the function mentioned in (a). (12 marks)

(c) Briefly explain **FOUR (4)** ways of how information systems enhance business processes. (4 marks)

(Total: 20 marks)

Continued ...

QUESTION 2

(a) State the **THREE (3)** different types of decisions made at the following management levels within an organisation:
   (i) senior management (1 mark)
   (ii) middle management (1 mark)
   (iii) operational management (1 mark)

(b) Briefly explain **THREE (3)** examples of decisions made for each management level stated in (a). (9 marks)

(c) State and explain the **FOUR (4)** stages involved in the decision-making process of an organisation. (8 marks)

(Total: 20 marks)

QUESTION 3

(a) Briefly describe **THREE (3)** examples for each of the following:
   (i) hardware problems (3 marks)
   (ii) software problems (3 marks)

(b) Explain the **SIX (6)** types of Internet vulnerabilities. (6 marks)

(c) List down the **SIX (6)** types of general information systems controls. (6 marks)

(d) Define the term, "*encryption*". (2 marks)

(Total: 20 marks)

QUESTION 4

(a) State and describe **THREE (3)** types of health risks caused by computer usage. (6 marks)

(b) Explain **FOUR (4)** negative social consequences of information systems in maintaining boundaries among family, work and leisure. (4 marks)

(Total: 10 marks)

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